

## INTERNATIONAL SEARCH REPORT

International application No.

PCT/NZ2004/000065

## A. CLASSIFICATION OF SUBJECT MATTER

Int. Cl. <sup>7</sup>: G06F 17/60

According to International Patent Classification (IPC) or to both national classification and IPC

## B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

DWPI: IPC G06F 17/60 and keywords: insurance, claims, customers, register, record, database, settlement, replacement and similar terms

## C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	AU 89346/01 B (KEANEY) 23 May 2002 Entire document	1-15
X	US 5950169 A (BORGHESI et al.) 7 September 1999 Entire document, see in particular column 2 line 37 to column 3 line 17	1-15
Y	US 2002/0165741 A (BECKER et al.) 7 November 2002 Entire document, see in particular paragraph [0008]	1-15
Y	EP 1220131 A (SCALEPOINT TECHNOLOGIES LTD.) 3 July 2002 Entire document, see in particular paragraph [0015]	1-15

☒ Further documents are listed in the continuation of Box C☒ See patent family annex

\* Special categories of cited documents:

"A" document defining the general state of the art which is not considered to be of particular relevance

"E" earlier application or patent but published on or after the international filing date

"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)

"O" document referring to an oral disclosure, use, exhibition or other means

"P" document published prior to the international filing date but later than the priority date claimed

"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention

"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art

"&" document member of the same patent family

Date of the actual completion of the international search  
7 July 2004

Date of mailing of the international search report  
12 JUL 2004

Name and mailing address of the ISA/AU  
AUSTRALIAN PATENT OFFICE  
PO BOX 200, WODEN ACT 2606, AUSTRALIA  
E-mail address: pct@ipaustalia.gov.au  
Facsimile No. (02) 6285 3929

Authorized officer  
  
JOHN THOMSON  
Telephone No : (02) 6283 2214

**INTERNATIONAL SEARCH REPORT**

Information on patent family members

International application No.

**PCT/NZ2004/000065**

This Annex lists the known "A" publication level patent family members relating to the patent documents cited in the above-mentioned international search report. The Australian Patent Office is in no way liable for these particulars which are merely given for the purpose of information.

Patent Document Cited in Search Report		Patent Family Member	
AU	8934601	NZ	508339
US	5950169	US	5432904
US	2002165741	NONE	
EP	1220131	NONE	
WO	0072219	AU	4972500

Due to data integration issues this family listing may not include 10 digit Australian applications filed since May 2001.

**END OF ANNEX**

## INTERNATIONAL SEARCH REPORT

International application No.

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C (Continuation). DOCUMENTS CONSIDERED TO BE RELEVANT		
Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	WO 2000/72219 A (INTUIT INSURANCE SERVICES) 30 November 2000 Entire document, see in particular page 5 lines 16 to 20	1-15